

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Sarah Nangle,	)	
	)	
Complainant,	)	
	)	<b><u>File No. WC-2021-0227</u></b>
v.	)	
	)	
Missouri-American Water Company,	)	
	)	
Respondent	)	

## ORDER DIRECTING RESPONSE TO MEDIATION REQUEST

Issue Date: February 2, 2021

Effective Date: February 2, 2021

On January 19, 2021, Sarah Nangle filed a complaint with the Missouri Public Service Commission against Missouri-American Water Company (MAWC). On January 21, 2021, the Commission issued an *Order Giving Notice of Contested Case, Directing Answer, and Directing Staff Response*, which also explained how to request mediation. Mediation is an informal method of dispute resolution in which the parties voluntarily agree to participate, if mediation is unsuccessful the case returns to the contested case track. No party relinquishes any rights by agreeing to participate in mediation. MAWC filed a request for mediation on February 2, 2021.

The Commission will order Ms. Nangle to state whether she agrees to mediation of the formal complaint.

### THE COMMISSION ORDERS THAT:

1. No later than February 9, 2021, Sarah Nangle shall respond to MAWC's mediation request and state whether she agrees to enter into mediation.

2. This order is effective when issued.



**BY THE COMMISSION**

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

John T. Clark, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 2nd day of February, 2021.